ABSTRACT

A method and system for routing incoming calls from callers to agents associated with an automatic call distribution system, where the incoming calls are based on non-voice dialog communication, the method includes the steps of: identifying a plurality of transaction-handling skills representative of skills possessed by the agents in handling the non-voice dialog communication, calculating a skill level possessed by each agent for at least some of the plurality of transaction-handling skills, forming an agent profile for each agent corresponding to the calculated skill levels, assigning a weight to each calculated skill level for each agent, identifying agents who are available to handle the incoming call, selecting an available agent based on the weighted calculated skill levels, and transferring the incoming call to the selected agent.